

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Patentee: Shaffer, et al.
U.S. Patent No.: 6,938,182 B2
Issue Date: August 30, 2005
Serial No.: 10/039,159
Filing Date: December 31, 2001
Title: *System and Method for Providing Reliable Telphony Web-Based Features*

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

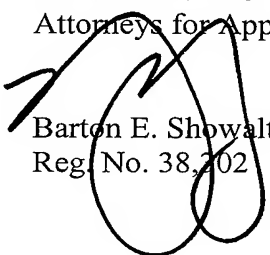
Dear Sir:

REQUEST FOR CERTIFICATE OF CORRECTION
UNDER 37 CFR § 1.322

It is respectfully requested that a Certificate of Correction be issued in accordance with the enclosed Form PTO-1050. The error involved is believed to be a Patent Office error, and it is believed that no fee is due in association with this request for a Certificate of Correction. However, the Commissioner is hereby authorized to charge any fees or credit any overpayments to Deposit Account No. 02-0384 of Baker Botts L.L.P.

It is respectfully submitted that a significant error is present in the printed patent, that correction thereof in accordance with the enclosed Form PTO-1050 is required in order that no misunderstanding will occur.

Respectfully submitted,
BAKER BOTTS L.L.P.
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**UNITED STATES PATENT AND TRADEMARK OFFICE
CERTIFICATE OF CORRECTION**

Patent No.: 6,938,182 B2
Dated: August 30, 2005
Inventor(s): Shaffer, et al.

It is certified that errors appear in the above-identified patent and that said Letters Patent is hereby corrected as shown below:

Column 10, Line 44, Claim 27, after "wherein", delete "a".

Mailing Address of Sender:
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Form PTO-1050